

Perspective	Objective	Performance Measure	Fiscal Year 2005 Year-to-Date Total
		"ANNUAL" MEASURES (11 TOTAL)	
Customer	Public Outreach	Goal: 80% of customers surveyed rating service satisfactory or higher	480
		Total: Number of responses to Customer Satisfaction Survey	600
		Actual: Number of customers rating service satisfactory or higher	450
		Actual Percentage	75%
		Goal Met (yes/no)	no
Customer	Tailored Services	Goal: Twenty six external executive interviews by customer type for the development review process	26
		Total: Number of external executive interviews by customer type for the development review process	26
		Actual: Number of external executive interviews by customer type for the development review process	26
		Actual Percentage	100%
		Goal Met (yes/no)	yes
Internal	Internal/External Communication	Goal: Develop new Customer Survey instruments within 6 months	1
		Total: Develop new Customer Survey instruments	
		Actual: Time to develop new Customer Survey instruments	1
		Actual Percentage	1
		Goal Met (yes/no)	yes
Internal	Internal/External Communication	Goal: Conduct one annual Employee Survey and provide feedback to all department employees	N/A
		Total: Annual Employee Surveys conducted with feedback provided to all department employees	
		Actual: Annual Employee Surveys conducted with feedback provided to all department employees	
		Actual Percentage	
		Goal Met (yes/no)	
Internal	Professionalism in Public Arena	Goal: Develop and implement a Mystery Permittee Program by April 2005	0
		Total: Develop and implement a Mystery Permittee Program	1
		Actual: Time to develop Mystery Permittee Program	0
		Actual Percentage	0%
		Goal Met (yes/no)	no
Continuous Improvement	Formal Training Plan	Goal: 85% of new and existing supervisors attend formalized City supervisor trainings within one year of being selected (910 classes)	774
		Total: Number of new and existing supervisors	130
		Actual: Number of formalized City supervisor training classes attended by new and existing supervisors	679
		Actual Percentage	88%
		Goal Met (yes/no)	yes

Perspective	Objective	Performance Measure	Fiscal Year 2005 Year-to-Date Total
Continuous Improvement	Formal Training Plan	Goal: 80% of staff responding to annual employee training survey indicate they have received adequate training to do their job Total: Number of staff responding to annual employee training survey Actual: Number of staff responding to annual employee training survey that indicate they have received adequate training to do their job Actual Percentage Goal Met (yes/no)	N/A
Continuous Improvement	Performance Incentives	Goal: 70% of staff feel that they have been adequately recognized for their performance Total: Number of staff responding to survey Actual: Number of staff that feel they have been adequately recognized for their performance Actual Percentage Goal Met (yes/no)	N/A
Continuous Improvement	Code Development	Goal: Attend a minimum of 20 hearings/year in Building and Safety disciplines to ensure City participation in preparation of building codes Total: Number of annual code development hearings attended Actual: Number of annual code development meetings attended Actual Percentage Goal Met (yes/no)	20 21 100% yes
Continuous Improvement	Code Development	Goal: 100% of items in Land Development Code Update Work Program completed Total: Items in annual Land Development Code Update Work Program Actual: Number of items completed in LDC Update Work Program Actual Percentage Goal Met (yes/no)	17 48 100% yes
Continuous Improvement	Leverage Technology	Goal: 90% of goals in Information Technology work plan completed Total: Number of goals in Information Technology work plan Actual: Number of goals in Information Technology work plan completed Actual Percentage Goal Met (yes/no)	12 13 7 54% no
		TOTAL NUMBER OF MEASURES REPORTED	32
		NUMBER OF MEASURES MADE	24
		PERCENTAGE OF MEASURES MADE	75%
		TOTAL NUMBER OF MEASURES	37